

AccuWage Online
Frequently Asked Questions and Solutions (FAQs)

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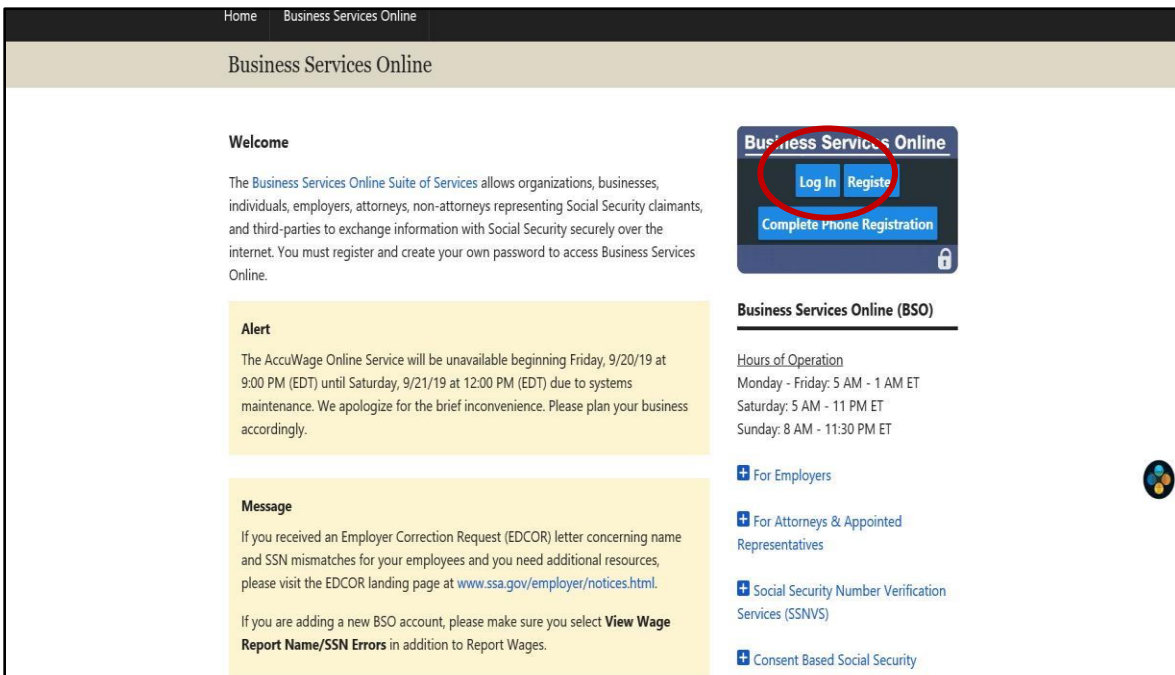
AccuWage Online

Frequently Asked Questions and Solutions (FAQs)

1. How do I access AccuWage Online?

STEP 1: Select **Menu** tab on the “[Social Security](#)” home page, then select **Business Services** under **Business & Government**, menu to go to the “Business Services” page. On the “Business Services” page, select **Log in or Use Business Services Online** button to go to the “Business Services Online” page.

Direct Link to [Business Services Online](#)



STEP 2: Select the **Log In** button on the “Business Services Online” page. The system displays the “Log In to Online Services” page.

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STEP 3: Enter your User ID and Password.

STEP 4: Select the **I have read & agree to these terms** check box.

STEP 5 Select the **Log In** button to display the BSO “Main Menu” page.

To return to the “[Business Services Online](#)” page, select the **BSO Welcome** link at the top or bottom of the page.

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Social Security Online
www.socialsecurity.gov

Business Services Online
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

Main Menu

HELP

DQTV TEST
Logout

Manage Account

- View / Edit Account Info
- Change Password
- Disable Account

Manage Services

- View / Edit Services
- Request New Services
- View Pending Services
- Enter Activation Code(s)

Manage Employer Information

- Add/Update Employer Information
- Remove Employer Information

Have a question? Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

www.socialsecurity.gov

Welcome,
Your password expires on .

Report Wages To Social Security

- Test wage files using AccuWage
- Submit, download and print W-2s and W-2cs
- View submission status, errors and error notices for wage reports submitted by or for your company
- Request an extension to resubmit a wage file

STEP 6: Select the **Report Wages To Social Security** link on the BSO “Main Menu” page. The system displays the “Wage Reporting Attestation” page.

Social Security Online
www.socialsecurity.gov

Business Services Online
BSO Main Menu | BSO Information | Keyboard Navigation | Logout

Wage Reporting Attestation

User Certification for Electronic Wage Reporting

I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files. I certify that I am the individual authorized to conduct business under this User ID and have the authority to either attest to the accuracy of the data and/or transmit it wage information and to receive employee wage information for the employer.

By selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.

I Accept I DO NOT Accept

Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778

STEP 7: Select the **I Accept** button on the “Wage Reporting Attestation” page to go to the EWR home page.

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If you select the **I DO NOT Accept** button you will return to the BSO "[Main Menu](#)" page.

Social Security Online Business Services Online
www.socialsecurity.gov | BSO Main Menu | BSO Information | Keyboard Navigation | Logout

Electronic Wage Reporting (EWR)

Reporting Wages to Social Security

Forms W-2/W-3 Online | Forms W-2c/W-3c Online | Upload Formatted Wage File | **AccuWage Online**

[Create/Resume Forms W-2/W-3 Online](#)

- Create (fill in the form), save, print and submit Forms W-2 and W-3 with up to 50 forms W-2 per W-3. There is no limit on the number of Forms W-3 an employer can submit, even for the same Employer Identification Number (EIN).
- Up to 50 Forms W-3 can be saved at a time to be resumed/submitted at a later date. Each Form W-3 can have up to 50 Forms W-2 associated with it.
- A pre-submission PDF is provided to print the Forms W-2 for distribution to the employees and for the employer review.
- Read the [list of restrictions](#) to determine whether you can use Forms W-2/W-3 Online.

[Save \(or Print\) Submitted W-2 Report\(s\)/PDF to Your Computer](#)
A printable final PDF version of a wage report created and submitted using Forms W-2/W-3 Online can be saved to your computer. The final PDF(s) are available for download for only 30 days from the date of submission.

Submission Status

[View Submission Status](#)
Check report status, errors, and notice information for previously submitted wage reports (Forms W-2/W-3).

Employer Report Status

[View Employer Report Status](#)
Check wage report status or view errors for reports submitted for your company by a third party.

Resubmission Notice

If you received a Resubmission Notice, you may use the following link to request a one-time 15-day extension of the deadline:

[Request an Extension to File a Resubmission](#)

- You will need information from the Notice to request an extension.
- You cannot extend if (a) the file has previously been resubmitted or (b) today is more than 45 days from the date on the Resubmission Notice.

[E-mail a Wage Reporting Expert](#)
[Información en Español](#)

Online Tutorials & Training

- [Wage Reporting Handbook](#)
- [SSN Verification Handbook](#)
- [Online Registration Handbook](#)
- [Online Tutorial](#)
- [FAQs - General Employer](#)

Other Useful Information

- ▶ [Before You File](#)
- ▶ [Checking SSNs](#)
- ▶ [Uploading Formatted Files](#)
- ▶ [For Other Electronic Filers](#)
- ▶ [General Info about Wage Filing](#)
- ▶ [IRS Information](#)
- ▶ [Publication Resources](#)

[Employer Support Links](#)

Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

STEP 8: On the **EWR** home page:

Select the **AccuWage Online** tab (the fourth tab) to go to AccuWage Online application

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The screenshot shows the 'Electronic Wage Reporting (EWR)' page. At the top, there's a header for 'Social Security Online Business Services Online' with navigation links like 'BSO Main Menu', 'BSO Information', 'Keyboard Navigation', and 'Logout'. The main heading is 'Electronic Wage Reporting (EWR)'. Below this, there's a section 'Reporting Wages to Social Security' with four tabs: 'Forms W-2/W-3 Online', 'Forms W-2c/W-3c Online', 'Upload Formatted Wage File', and 'AccuWage Online'. A red arrow points to the 'AccuWage Online' link. The 'AccuWage Online' section describes it as a free internet application for checking EFV2 (W-2 Wage and Tax Statement) and EFV2C (W-2C Corrected Wage and Tax Statement) formatted wage files. It includes links for 'EFV2-EFV2C Specifications', 'AccuWage Online Help Guide', and 'AccuWage Online FAQ'. A warning states: 'Warning You still need to upload and submit your Formatted Wage File after testing it through AccuWage Online.' Below this is a 'Submission Status' section with a 'View Submission Status' link and a description: 'Check report status, errors, and notice information for previously submitted wage reports (Forms W-2/W-3)'. The 'Resubmission Notice' section explains that if you received a Resubmission Notice, you can use a link to request a one-time 15-day extension of the deadline. It includes a link 'Request an Extension to File a Resubmission' and two bullet points: 'You will need information from the Notice to request an extension.' and 'You cannot extend if (a) the file has previously been resubmitted or (b) today is more than 45 days from the date on the Resubmission Notice.' On the right side, there are sections for 'E-mail a Wage Reporting Expert', 'Información en Español', 'Online Tutorials & Training' (with links for Wage Reporting Handbook, SSN Verification Handbook, Online Registration Handbook, Online Tutorial, and FAQs - General Employer), and 'Other Useful Information' (with links for Before You File, Checking SSNs, Uploading Formatted Files, For Other Electronic Filers, General Info about Wage Filing, IRS Information, and Publication Resources). At the bottom, there's a footer with contact information: 'Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0770.'

STEP 9: Select the **AccuWage Online** link to go to **AccuWage** to start testing

2. If I already have access to upload employer wage files, do I need to request additional access to use AccuWage Online?

No, AccuWage Online is available to everyone who has a Business Services Online (BSO) account **and** has requested the “*Report Wages to Social Security*” service role. [Click here for more information about Business Services Online \(BSO\)](#)

3. I am having technical problems accessing my Business Services Online (BSO) account or AccuWage Online, is there someone I can call?

Please review the information and links on the [Business Services Online](#) and [AccuWage Online](#) information pages. If you continue to experience technical difficulties concerning

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BSO, call 1-888-772-2970 for assistance or contact support via email at bso.support@ssa.gov
For AccuWage General Assistance please call 1-800-772-6270 or contact support via email at accuwage.help@ssa.gov

For general wage reporting assistance, call 1-800-772-6270 or contact support via email at employerinfo@ssa.gov. Support is available Monday through Friday (except holidays) 7 a.m. to 7 p.m. Eastern Time.

4. I am a developer and do not have a BSO account, what are my options?

You can create a [Business Services Online](#) (BSO) account and use AccuWage Online even if you do not intend to submit wages. [Click here for more information about AccuWage.](#)

5. I requested additional access to view wage report submission error details and to verify Social Security Numbers (SSNVS), and am still waiting for the notice containing an activation code to be mailed to my employer. Do I need to wait to use AccuWage Online?

No, AccuWage Online does not require you to wait for the activation code and can be accessed immediately. If you have a BSO account and have the “*Report Wages to Social Security*” service role, you can immediately access AccuWage online

6. Does checking my file with AccuWage Online count toward my filing date requirements or considered a submission for the Internal Revenue Service (IRS)?

No, the use of AccuWage Online is **not** considered a wage submission in any way. It is only a tool to help screen for common format errors to avoid submission rejections and data accuracy problems. You will still need to submit your file to SSA by accessing the “*Report Wages to Social Security*” option within Business Services Online (BSO).

7. What types of files can I check with AccuWage Online and are there any technical restrictions?

AccuWage Online tests wage files for format accuracy. Files must be submitted in “**text format**” and adhere to the Electronic Filing W-2 (EFW2) and Electronic Filing W-2 Correction (EFW2C) guidelines. Additionally, we strongly encourage you to zip your file for efficiency when using AccuWage Online. For technical specifications, please visit the [Specifications for Filing Forms W2 and W2C \(EFW2/ EFW2C\) page](#)

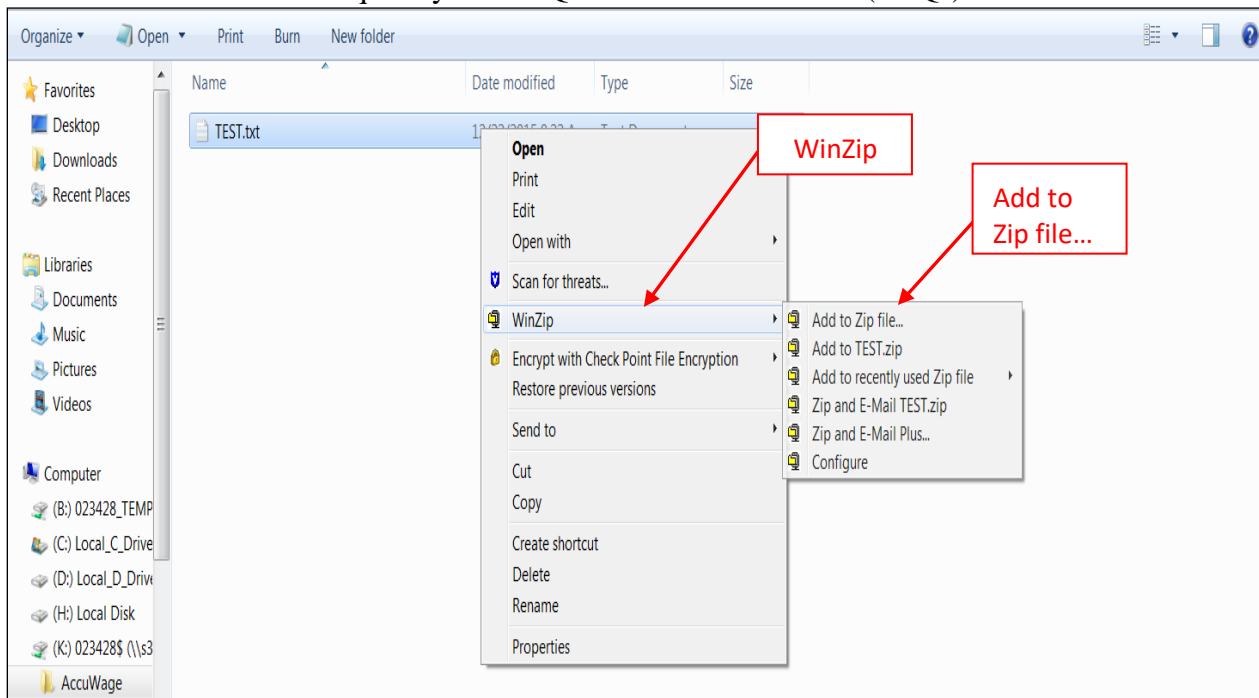
8. It is taking AccuWage Online a long time to test my file. Is there anything I can do to improve the processing speed?

Yes, your testing experience will take considerably less time if you zip your file. SSA strongly recommends that all wage report submitters zip their files before testing them through AccuWage Online.

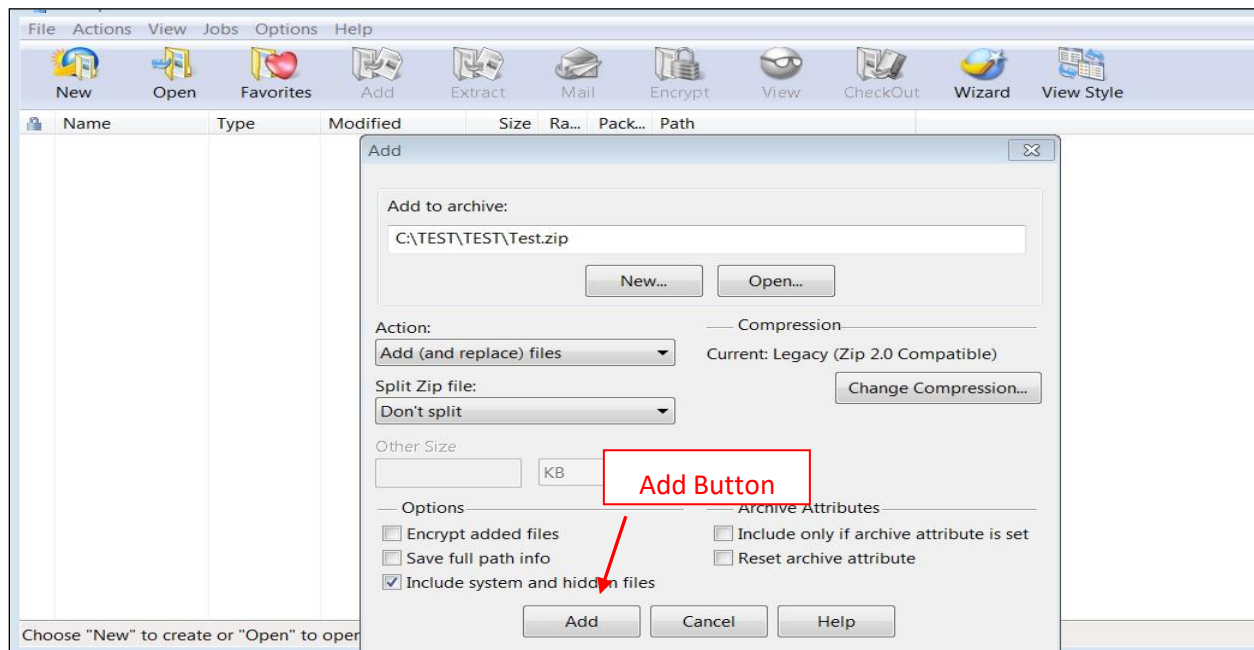
9. How do I zip my file?

- a) Right click on the text file you wish to zip, place the pointer over WinZip and click Add to Zip file....

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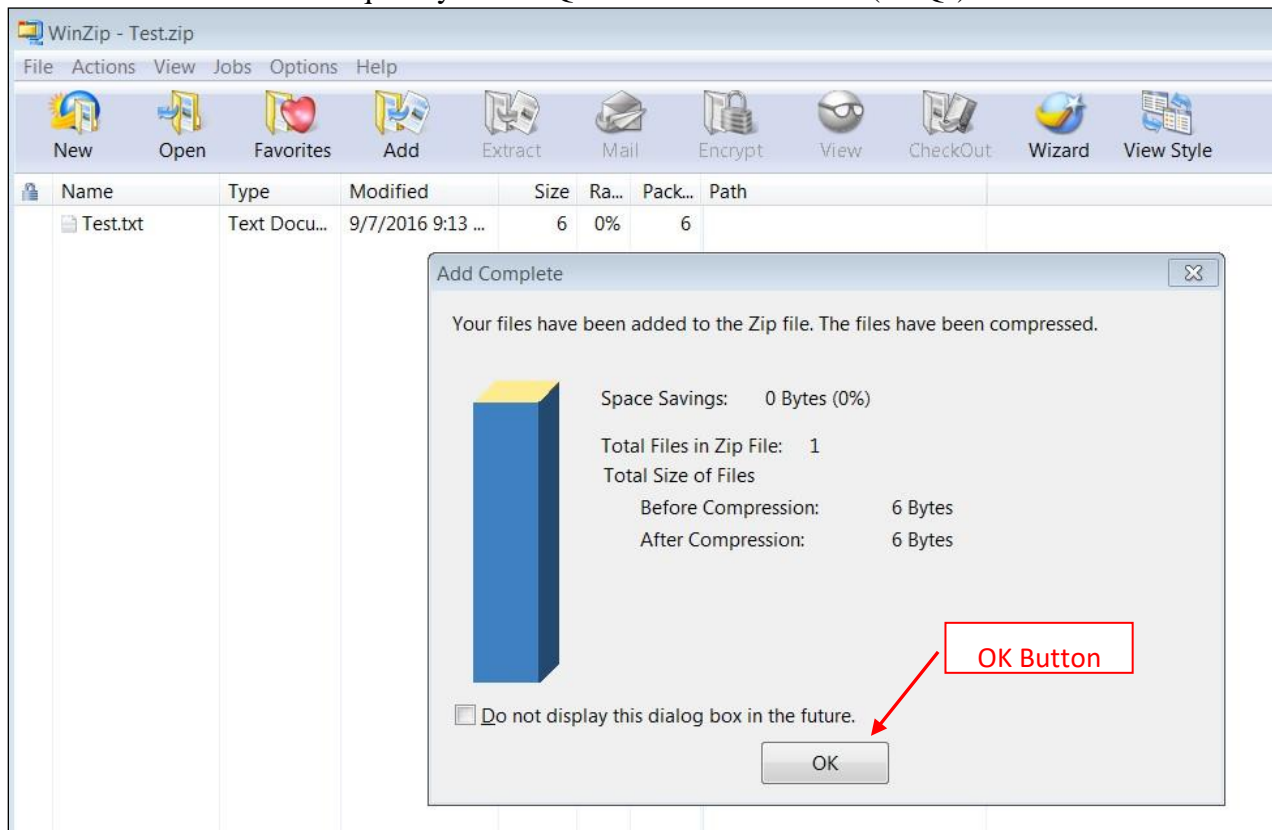


b) Click the Add button on the pop up box

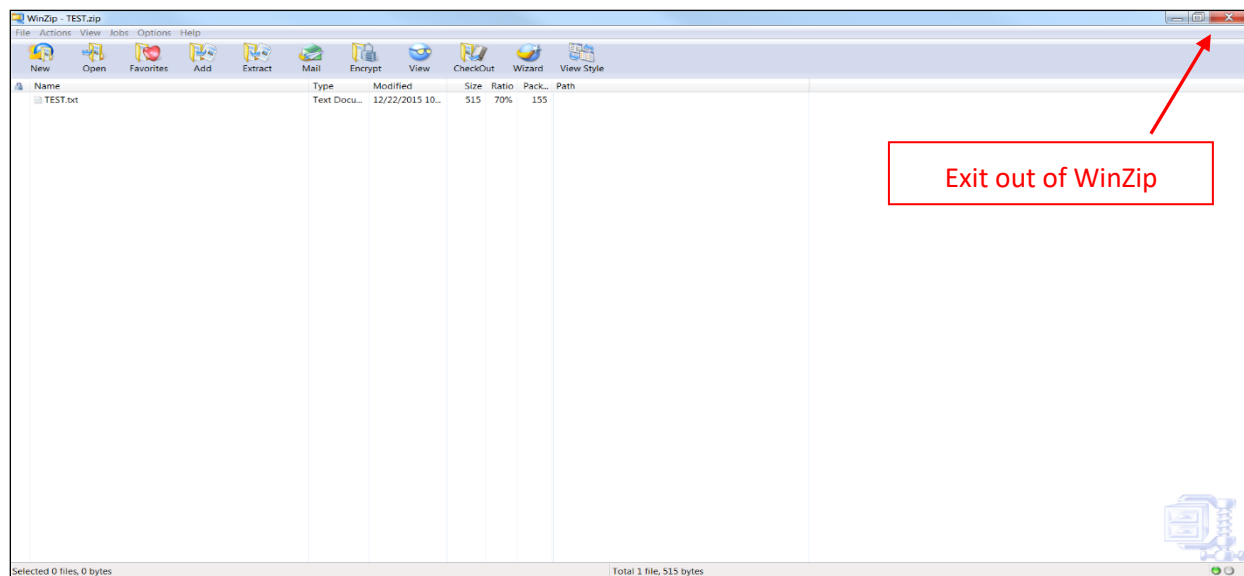


c) Click OK in the Add Complete pop Up box

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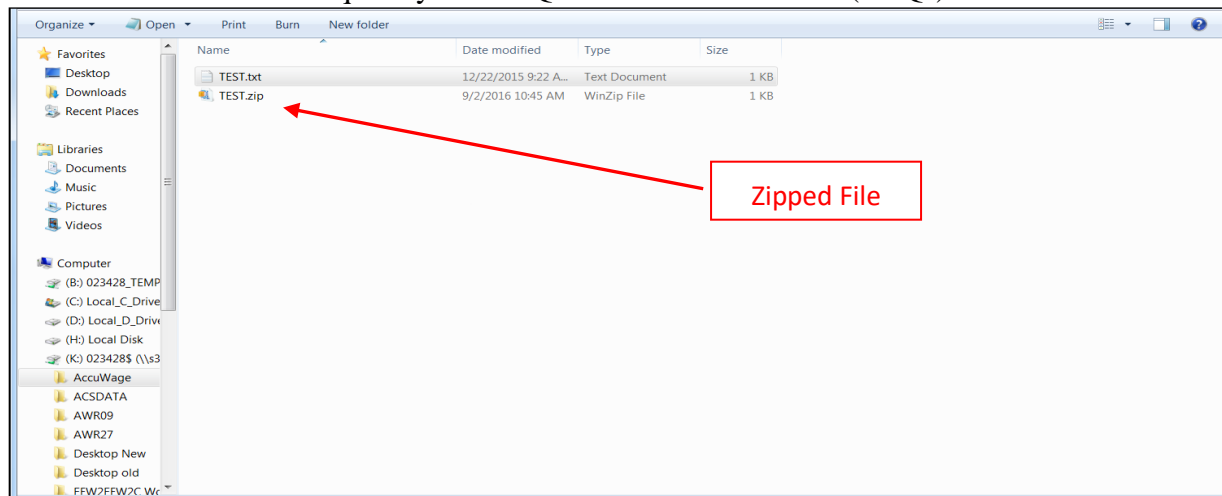


d) Exit the WinZip box by selecting the X in the top right hand corner.



e) The new zip file will appear next to your original text file.

AccuWage Online Frequently Asked Questions and Solutions (FAQs)



10. Can I test multiple files concurrently using AccuWage Online?

No, AccuWage Online tests one file at a time. You cannot submit another file until validation of the previously submitted file is complete.

11. Can I open multiple browsers to run more than one session of AccuWage Online simultaneously?

SSA does not recommend running multiple sessions of AccuWage Online concurrently. AccuWage Online restricts you to one upload at a time, regardless of the number of browsers/sessions running. Running multiple browsers/ sessions of AccuWage Online could potentially obstruct testing results.

12. I have tested numerous files in AccuWage Online. Where are the results of my tests?

The test results displayed are of the most **recently** tested file. Results of previously tested files are not saved or accessible once another file is tested or the user exits the browser, application or BSO. You may select the '*Test Report*' page which can be saved to your computer or printed.

13. AccuWage Online found “Alert and Informational” issues; do I need to fix these?

All issues should be reviewed and corrected. “*Alert and Informational*” issues will not prevent the file from being able to be submitted to SSA, however, your submission could be returned because of other errors.

14. AccuWage Online identified 500 issues (Error, Alert or Informational) and stopped testing my file. How can I test the rest of my file for other issues?

AccuWage Online stops testing a file when 500 issues (*Error, Alert or Informational*) have been identified. The ‘*Test Results*’ page will display an error message stating the maximum number of issues were encountered. Review and correct the issues summarized on the Test Results page, and then re-run the file.

15. AccuWage Online identified issues (Critical, Error, and Alert or Informational) in my file, how do I view the specific issues?

AccuWage Online offers two methods to view the four types of issues (*Critical, Error, Alert, and Informational*), the ‘*Test Results*’ page and the ‘*Test Report*’ page.

- The ‘*Test Results*’ page is an interactive web view that has two main sections containing information. The ‘*Records*’ section provides (or top section) the option to filter records by issue type and displays information for filtered records in a grid showing the records with the issues. Click on a row you would like more information about, and the ‘*Issue(s) for Selected Record #*’ section (or bottom section) will display detailed information about each error found in that row.
- The ‘*Test Report*’ page can be saved to your computer, printed, or viewed from the screen and lists all the errors and alerts in an expanded view based on each row of data in the file that contained an issue.

16. I need to submit a wage file for a prior tax year; can I still use AccuWage Online?

Yes, you can use AccuWage Online to test **ANY** year of your wage file.

17. Can I still download the AccuWage Downloadable through SSA?

No, effective 9/23/17, the AccuWage Downloadable is no longer available due to the download compatibility issues many users experience. SSA recommends using the AccuWage Online application to test your wage files for compatibility with EFW2/EFW2C specifications before submitting to SSA. Click [here](#) to get started using the AccuWage Online application.

18. Can I still use a previously downloaded version of AccuWage?

SSA no longer supports the downloadable versions. If you use a previous version, it will not have current tax year edits. We advise you to use AccuWage Online.